



Dena M. Smith
Clerk of the Board

Mission Statement

In support of the County Board of Supervisors, and in service to the public and fellow county staff, the Clerk of the Board of Supervisors: prepares and maintains records of actions taken by the Board of Supervisors; oversees membership of the county's boards, commissions and committees; licenses businesses operating in the county unincorporated areas; and facilitates the filing and hearing of appeals of assessed property valuations. Our service priorities are timeliness and accuracy. Our services commitments are courtesy and respect.

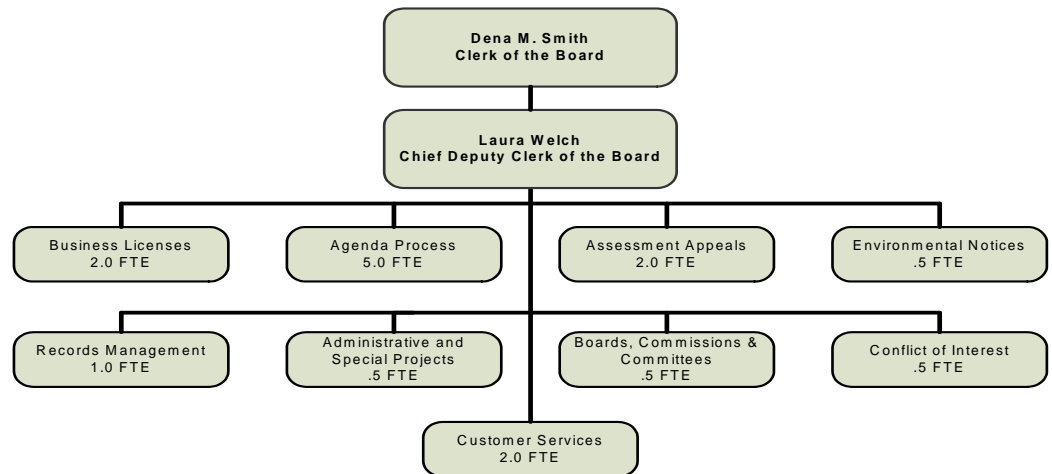
GOALS

**IMPLEMENT
TECHNOLOGICAL
IMPROVEMENTS TO
INCREASE
OPERATIONAL
EFFICIENCY AND
IMPROVE PUBLIC
ACCESS TO
INFORMATION**

**IMPROVE
BUSINESS LICENSE
PROCESSES AND
PROCEDURES TO
ENSURE HIGH QUALITY
SERVICE AND
COMPLIANCE WITH
ORDINANCES**

CLERK OF THE BOARD OF SUPERVISORS

ORGANIZATIONAL CHART



DESCRIPTION OF MAJOR SERVICES

The Clerk of the Board of Supervisors (COB) provides legislative support services to the Board of Supervisors (BOS). The department coordinates, prepares and maintains minutes, ordinances, resolutions, contracts, agreements and other official records and documents related to meetings conducted by the BOS. The COB coordinates the annual filing of financial disclosure documents in accordance with state law and local conflict of interest codes.

The county has more than 200 advisory boards, commissions and committees (BCCs) and the COB maintains records and membership information for the county's BCCs. Responsibilities include posting of vacancies, processing of appointments and monitoring of ethics training for more than 1,000 BCC members. In accordance with state law, appeals of assessed property valuation are heard and determined by the county's Assessment Appeals Boards (AAB). The COB provides staff support to the AAB, facilitating the filing, hearing and disposition of thousands of appeals annually.

The county requires that businesses operating in unincorporated areas obtain and maintain a valid business license. The COB receives, reviews and processes business license applications and issues licenses for approved businesses. The COB also: receives, posts and files environmental (CEQA) notices for construction projects in accordance with State Department of Fish & Game requirements; accepts summonses, complaints, planning appeals, requests for tax refunds and Board correspondence; and responds to thousands of requests for information and documents from county staff and the public.

2007-08 SUMMARY OF BUDGET UNITS

	Appropriation	Revenue	Local Cost	Staffing
<u>General Fund</u>				
Clerk of the Board	1,492,677	135,287	1,357,390	16.0

GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

GOAL 1: IMPLEMENT TECHNOLOGY IMPROVEMENTS TO INCREASE OPERATIONAL EFFICIENCY AND IMPROVE PUBLIC ACCESS TO INFORMATION

Objective A: Reduction in the amount of time needed to prepare and process the BOS agenda and related items.

Objective B: Provide public access to live and archived videos of BOS meetings via the internet.

MEASUREMENT	2005-06 Actual	2006-07 Actual	2007-08 Target	2007-08 Estimate	2008-09 Target
1A1. Percentage reduction of staff time required to process agenda items (30 items in 2006-07).	N/A	N/A	5%	5%	5%
1A2. Turnaround time for post-meeting processing/department receipt of completed agenda items (items processed within 10 work days of meeting).	N/A	N/A	75%	80%	85%
1A3. Percentage reduction in staff time required to prepare, process, post and revise the agenda and fair statement (24 hours in 2007-08)	N/A	N/A	N/A	N/A	5%

Status

In 2007-08, the Clerk of the Board continues to make excellent progress in the implementation of technology improvements. Stated objectives related to agenda item processing (Measures 1A1 and 1A2) have been met and exceeded. Success in this area can be attributed to the retention of fully trained staff and improved operating procedures. The COB will continue to seek improvements in these areas as stated and, for 2008-09, the COB is introducing a new Measure (1A3) that will monitor time spent on the preparation, processing, posting, delivery and revision of the BOS meeting agenda and fair statement. This measure, when considered with those already in place for agenda item processing, will provide a more comprehensive picture of the total time required to produce and process the meeting agenda and related documents.

The second objective, internet access to live and archived BOS meetings, has also been met. The CountyVision Network, the county's system for live and archived webcasting of BOS meetings, was launched in April of 2007. The system has proven to be robust and reliable with very few service interruptions or technical issues experienced to date. In addition to the broadcasting of BOS meetings, the system is being used by Board members to post informational reports and updates. CountyVision also provides county staff with access to live or archived training events. Most recently, public hearings conducted by U.S. Senator Barbara Boxer and Assemblywoman Amina Carter were hosted by the county and broadcast via CountyVision.

GOAL 2: IMPROVE BUSINESS LICENSE PROCESSES AND PROCEDURES TO ENSURE HIGH QUALITY SERVICE AND COMPLIANCE WITH ORDINANCES

Objective A: Improve efficiency of tracking and processing business licenses.

Objective B: Establish and maintain updated and accurate business license processes and procedures.

Objective C: Improve compliance with business licensing requirements.

2006-07 ACCOMPLISHMENTS

- ❖ Launched "CountyVision" streaming internet broadcast of BOS meetings
- ❖ Implemented state's first system for electronic filing and on-line posting of Form 700s
- ❖ Collaborated with the Chairman of the Board's office to develop and introduce processes and procedures to streamline the BOS meetings
- ❖ Developed and deployed internet site for the Clerk of the Board



Board of Supervisors meeting



Business license services



Researching agenda items

MEASUREMENT	2005-06 Actual	2006-07 Actual	2007-08 Target	2007-08 Estimate	2008-09 Target
2A1. Percentage reduction in turnaround time for processing of new business licenses (6 weeks in 2005-06 for new and renewal business licenses).	N/A	15%	20%	15%	20%
2A2. Percentage reduction in turnaround time for processing of renewal business licenses (4 weeks in 2007-08).	N/A	N/A	New	0%	25%
2B. Percentage of business license ordinances reviewed and revised.	N/A	N/A	New	50%	100%

Status

In 2007-08, the stated goal of reduced processing time for business licenses was met, although not to the extent anticipated. Further review of this target measure led to the realization that, given the more rigorous process and requirements for new licenses (versus renewal licenses), this measure should be split. Therefore, in 2008-09, the COB will establish separate measures and targets for improved efficiency in the processing of new (Measure 2A1) and renewal (Measure 2A2) business licenses.

In 2006-07, the COB completed a comprehensive review and update of the processes and procedures for licensing of businesses in the unincorporated areas. In 2007-08, the County Code sections governing business licensing were examined and the COB began working with County Counsel to update and revise these ordinances. This is a tedious and time-consuming process that will continue through 2008-09 with the goal of having adopted revised ordinances by June of 2009.

Determination of appropriate measures to monitor compliance with business licensing requirements has proven difficult. For 2007-08, the COB set a target measure of 35% compliance (percentage of businesses licensed). Implementation of expiration notices and renewal reminders, along with a mail campaign directed towards unlicensed hotel and motel operators, has led to an increase in the number of licenses issued. However, since there is no data available regarding the number, location or types of businesses operating in the county unincorporated areas, percentage of compliance cannot be calculated. This measure has been removed for 2008-09.

Many businesses operating in the county unincorporated areas are subject to inspection and/or required to obtain permits from county departments. However, the departments involved in these processes cannot easily share their information. In 2007-08, the county established its first new business license category in many years (rental dwellings). The COB, in collaboration with Land Use Services and Environmental Health Services, will work on development of a shared database environment (Permits Plus) that will allow the departments to view each other's inspection and licensing information. In 2008-09, the COB plans to implement the Permits Plus system for one business license type (rental dwellings) as a first step towards development of a comprehensive listing of businesses in the unincorporated areas and our goal of improved business license compliance.

2008-09 REQUESTS FOR ADDITIONAL GENERAL FUND FINANCING (POLICY ITEMS), INCLUDING NEW CAPITAL IMPROVEMENT PROGRAM (CIP) PROJECTS, OR BUSINESS PROCESS IMPROVEMENT (BPI) RESERVE FUNDS

Brief Description of Policy Item, CIP, or BPI reserve funds request	Budgeted Staffing	Appropriation	Dept. Revenue	Local Cost
1. Remodel of office to provide office space for supervisors (CIP request)	-	115,000	-	115,000
The Clerk of Board (COB) is requesting one-time additional general fund financing for an office remodel in order to provide Board Services Supervisors with office space. The remodel would reduce and reconfigure the Clerk's office to establish a small conference room and office space for each of the two supervisors currently providing line supervision to 12 clerical staff positions. The supervisors currently work in staff cubicles and the remodel will provide a place where the supervisors can work and speak confidentially. The request is consistent with County Policy. The CIP request and cost estimate was provided by the Architecture and Engineering Department.				

MEASUREMENT	2005-06 Actual	2006-07 Actual	2007-08 Target	2007-08 Estimate	2008-09 Target
P1. Completion of office remodel project.					100%

2008-09 PROPOSED FEE ADJUSTMENTS

DESCRIPTION OF FEE REQUEST

In 2008-09, the department proposes to increase the existing business license fee by 3%. A review of the current structure reveals that fees are not adequately recovering costs.

If there are questions about this business plan, please contact Dena M. Smith, Clerk of the Board of Supervisors at (909) 387-3848.

SERVICE IMPACTS

With the proposed fee increases, the department will be able to recover actual costs and maintain current levels of service.



Assessment Appeals Hearing



Statement of Financial Interest (Form 700) Review